

ROUTE

TIME

ON-BUS SURVEY
JANESVILLE TRANSIT SYSTEM

WISCONSIN

1988

- DEAR RIDER: THE CITY OF JANESVILLE IS REVIEWING THE OPERATION OF YOUR PRESENT TRANSIT SERVICE AND HOW THAT SERVICE IS PROVIDED. YOU CAN HELP IN THIS EFFORT BY TAKING A FEW MINUTES TO FILL OUT BOTH SIDES OF THE FORM AND ANSWER ALL QUESTIONS.

1. Where did you get on the bus?
Indicate closest intersection,
address, or name of establishment. _____ St. & _____ St.
2. What is your final destination?
Indicate closest intersection,
address, or name of establishment. _____ St. & _____ St.
3. What is your residence address? (optional) _____

- IF YOU COMPLETED A SURVEY EARLIER TODAY, STOP HERE. OTHERWISE, PLEASE ANSWER THE REMAINING QUESTIONS.

PLACE APPROPRIATE RESPONSE LETTER IN THE BLANK SPACE TO THE LEFT OF THE QUESTION.

- _____ 4. How far did you walk to catch the bus?
A) 1 block or less C) 3 blocks
B) 2 blocks D) 4 blocks or more
- _____ 5. What is the purpose of your trip today?
A) School D) Medical
B) Work E) Shopping
C) Personal Business
- _____ 6. How far will you have to walk when you leave the bus to reach your destination?
A) 1 block or less C) 4 blocks
B) 2 blocks D) 4 blocks or more
- _____ 7. Do you have to change buses to reach your destination?
A) Yes B) No
- _____ 8. What is your age?
A) 11 or under C) 19 - 24
B) 12 - 18 D) 25 - 64 E) 65 or over
- _____ 9. Do you have a valid driver's license?
A) Yes B) No
- _____ 10. How many vehicles do you and other members of your household own?
A) 0 C) 2
B) 1 D) 3 or more
- _____ 11. Was there a car available for this trip?
A) Yes B) No
- _____ 12. How many times per week do you ride the bus?
A) 1 or less C) 6 - 9
B) 2 - 5 D) 10 or more
- _____ 13. How long have you been using the bus?
A) Less than 1 year C) 3 - 4 years
B) 1 - 2 years D) 5 or more years
- _____ 14. Compared to last year are you now riding:
A) More B) Less C) About same

CONTINUED ON OTHER SIDE

15. How did you pay for this ride?
- A) Transfer
B) Regular cash
C) Regular ticket
D) Elderly & handicapped cash
E) Elderly & handicapped ticket
F) All Around Town Pass-reg.
G) All Around Town Pass-Elderly & Handicapped
H) Beloit-Janesville Express-Regular Pass
I) Beloit-Janesville Express-Elderly & Handicapped Pass
16. If you could buy a bus pass that would give you unlimited rides for a week for \$4.00 and give you discounts at area businesses, would you buy it?
- A) Yes B) No
17. If you could buy a bus pass that would give you unlimited rides for a month for about \$25, would you buy it?
- A) Yes B) No
18. If the fare for elderly and handicapped were reduced only between 8:15 a.m. to 2:45 p.m. on weekdays and all day on Saturday, would you still ride as frequently?
- A) Yes B) No
19. Please express your opinion on the following by placing the appropriate letter in the blank to the left of the statements.

The Janesville Transit System:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Is trying to attract new riders -	A	B	C	D	E
Is dependable -	A	B	C	D	E
Is available when I want it -	A	B	C	D	E
Charges a reasonable fare -	A	B	C	D	E
Has courteous and helpful drivers -	A	B	C	D	E
Gets me to my destination in a reasonable amount of time-	A	B	C	D	E
Does not make me walk too far to get to bus -	A	B	C	D	E
Drops me off close to my destination -	A	B	C	D	E

20. What one improvement do you most want to see JTS make?
- A) More frequent buses
B) Service to unserved areas
C) More transfer opportunities
D) More direct service
E) Later hours
F) Earlier hours
G) Sunday hours
H) Better information
I) Other (specify) _____
21. Would this improvement make you a more frequent JTS rider?
- A) Yes B) No
22. Overall, how would you rate the present JTS service?
- A) Excellent B) Good C) Fair D) Poor

PLEASE ADD ANY ADDITIONAL COMMENTS.

● IN ORDER FOR OUR RESULTS TO BE ACCURATE, YOU WILL BE ASKED TO FILL OUT THE FIRST THREE QUESTIONS OF THE SURVEY EACH TIME YOU RIDE THE BUS TODAY. THANK YOU FOR YOUR COOPERATION AND ASSISTANCE.